

217594

2009-215-C

July 7, 2009

Docketing Department
Public Service Commission
Fax 896-5199
Gentlemen,

RECEIVED

JUL 08 2009
PSC SC
DOCKETING DEPT.

This is a complaint about Access Point Inc
1100 Crescent Green Suite 109. Cary NC 27518-810
my Telephone Service for 9 years, which I
no longer are using. I am now with AT&T.
In March my Business Palmetto Gash Service
at 2014-2016 Becker Blvd, Columbia SC 29204
was broken into and the Phone lines were
cut and also my alarm lines. We were
without any phone service and alarm
service. My alarm service came in the
morning and put in a temporary line. I
called Access Point and asked them to get
somebody from the Phone Repair Service to
come and fix my Telephone lines. They said
they did not know when they would be able to.
It took 5 days before they came to repair
my phones. we have 3 phone lines -
803-738-9005 - 738-2373 - 738-2304. and could
not do any business as our credit card machine
was not working as it goes through the phone line

not doing business as our e-mail system
was not working as it goes through the phone line^[2]
to our Box. we could not get any calls from

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Our Customers, so they thought we were out of business. My husband and I had to stay that night from 2AM to 10AM without phone service and alarm service. I am 74 years old and my husband is 76, and is not well. Mr. Richman ended up in the Hospital several weeks after that from all the aggravation. We had to pay three employees salary and we had no customers in our store we were out of phone service five days after I spoke to several supervisors at Access Point they told me that only AT&T Customers get prompt service when I took this phone service in 2000 they told me they would come to our store the same day when I have phone problems and fix my lines. as they know this is a jewelry store and security is very important.

On my Bill there is a paragraph saying "With Accesspoint insensitive Maintenance" "It is you can relax knowing that the maintenance and repair of the POTS or CEXTREX telephone lines and jacks inside your business is in our care we have been paying \$4.50 for each line since 2000-2009 and "my Business Contract" does not say they would not pay for this problem. The \$4.50 is the inside wire [x]

do not pay any more. The \$45.50 is the inside wire
Maintenance Plan. [2]

Page III

Since 2000 - 2009 I had been with access-point and this is the first time they had to fix all my lines and is that the way to take care of their customers?

I sent a letter to Laurie Swygert on June 9, 2009. I spoke to her yesterday July 7th and she said they would not do anything for me on the Public Service Commission. Why did I pay for this service all these years and they will not honor their commitment. We lost a lot of money at our business having to pay salaries for a last week of business. I am not asking them for my loss but to not charge me for a service that they were suppose to pay according to my Bell.

I received a letter today from access-point from Jonathan Gorn which is enclosed. I called him and he said he did not care that I paid for this service and would me to pay them \$3,789.51. I spoke to Julie Joy today in customer service and she agreed with me about my problem and spoke to him and he would not judge. Please help me with this. [*]

Let Judge. Please keep me with this.^[2]
situation.

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I guess Contracts and Statements on the Bills does not mean anything to Access Paint so why did we pay for this service? and they refuse to not honor it?

There is a letter from Access Paint Received today from Laurie Swygert It was sent to her from Access Paint. In all the years, we were a customer we never saw this letter, and it was never sent to us when we signed the 2 year contract. This is a deceptive practice. Several times we had our secured line cut on the outside of the building and we never paid for this repair we were a customer of Access Paint at that time.

also Enclosed is a letter we received today for a Bill Received ^{on} 7/7/09 and they want 3,770.00 by 7/8/09 also on my last Bill they made an adjustment of 3,770.00 now they want the money because I went to A T T. My Contract was up on May 7, 2009
Access Paint new address Dept A7 952853
Atlanta, Ga - 31192-2853

Sincerely,

Yveta Richman President.
Palmetto Gift Buying Service DBA
Palmetto Gift Jewellers
2016 Burke Blvd.

803-738-9005

803-738-2313

803-738-2304

Home 803 (404) 4651

803-738-2304
Home 803-699-4651
Cell 803-261-2647

Palmer Sargeant
2016 Slicker Blvd.
Columbia SC 2926

Public Service Comm.

June 9, 2009

Attn: to Laurie Sanygert

Inclosed is my bill from 5/31/09
and a Bill from 4/30/2009 a partial
Bill The inside wire Maintenance
is bill 1/2 the charge was \$4.00 This
is a credit Bill a Balance of \$4.00 and Line
I have to get my bill for March from
my Business, and have them pay this
one to you. If you need more Bills
Please let me know.

Thank you,

Greta Richman, President
Palmetto Gold Pros.

2016 Decker Blvd.

Columbia SC, 29206

803-699-4651 H

803 738-2373 W.

~~96-5100 FSC~~

737-5267

called 7/13/09 Left Message

check 7/3/09 Liff Messing



Received July 7, 2009

July 2, 2009

Palmetto Gold Jewelers DBA
Palmetto Gold Buying Service
Attn: Accounts Payable
2016 Decker Blvd
Columbia, SC 29206

RE: Account #:
Account Balance: \$ 3,789.51
Past Due Balance: \$ 3,725.63

Dear Customer:

Our records indicate the above mentioned account is past due in the amount of \$3,725.63. If payment for the past due balance has already been sent, please accept our thanks.

Payment in the amount of \$ 3,725.63 must be received in our office at the address below within five (5) business days. A service interruption will occur if the aforementioned payment is not received by **July 8, 2009**. A reactivation fee may also be assessed if suitable arrangements are not made to prevent a service interruption.

Please contact me if you have questions or concerns at 877-419-4274 extension 2061.

Sincerely,

Jonathan Gavin

Jonathan Gavin
Collection Analyst
Access Point, Inc.
877-419-4274 ext. 2061
919-851-5422 - Fax
Jonathan.Gavin@accesspointinc.com
Monday-Friday 8:00A.M. – 5:00 P.M.

1100 Crescent Green | Suite 109 | Cary, NC 27518 | Tel: 919.851.4838 | Fax: 919.851.5422